

SAP CLOUD PLATFORM | EXTERNAL

# Technical Configuration Guide

## Order Fulfillment for Utilities

THE BEST RUN 

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## Overview

This document provides technical information about what needs to be configured to run the Workflow Management Package *Order Fulfillment for Utilities*. The main audience of this document are technical personas, such as IT administrators or developers. The document describes what needs to be done to make the solution run. It mainly focuses on technical configuration aspects such as destinations, and less on business configuration aspects that can be done by a key user or business process expert.

# Involved Solution Components

This chapter provides an overview of the solution components involved in SAP Cloud for Utilities that are used to run the Workflow Management Package *Order Fulfillment for Utilities*.

- SAP Cloud Platform Integration
- SAP Cloud Platform Workflow Management (subscribed service)
- SAP Cloud Platform EDoM Retailer (subscribed service)
- SAP Cloud Platform Enterprise Messaging (subscribed service)
- SAP Cloud Platform Business Rule (subscribed service)
- SAP Cloud Platform Process Visibility (subscribed service)

# General Prerequisites

This chapter provides an overview of general prerequisites in SAP Cloud for Utilities that need to be met in order to run the Workflow Management Package *Order Fulfillment for Utilities*.

**Note!** In an order-to-provisioning scenario, this artifact follows the “Determine Business Scenario” artifact.

## Procedure

Before using the Workflow Management Package *Order Fulfillment for Utilities*, make sure that the following requirements are fulfilled:

### 1. [Global account](#) on SAP Cloud Platform

- You have an enterprise account on the SAP Cloud Platform
- You have set up the subaccount and spaces in the Cloud Foundry environment

### 2. SAP Cloud Platform Services

- You have set up the [Workflow Management Service](#) in your SAP Cloud Platform cockpit
- You have set up the [SAP Cloud Platform Integration](#) tenant
- You have set up [SAP Cloud Platform Process Visibility](#) (subscribed service)
- You have configured SAP Cloud Platform EDoM Retailer (subscribed service)
- You have configured [SAP Cloud Platform Enterprise Messaging](#) (subscribed service)

### 3. Involved Solution Components

- You have configured [SAP Commerce Cloud with TUA](#)

If required:

1. You have configured SAP Subscription Billing
2. You have configured SAP S/4 HANA Utilities OP

# SAP Cloud Platform Integration Artifacts

This chapter provides an overview of integration content in SAP Cloud for Utilities that can be used to run the Workflow Management Package *Order Fulfillment for Utilities*.

List of iflows involved in the process:

## Dispatch Orders from SAP Commerce Cloud Integration Flow

### Purpose

This integration flow receives orders from SAP Commerce Cloud and dispatches them to downstream systems. This integration flow forwards orders depending on their type to other systems such as SAP S/4HANA and SAP Subscription Billing.

Link to the iflow integration guide for more details: [Integration Guide](#)

# Live Process Artifacts

The cycle consists of multiple subprocesses around the following steps:

- A customer order is documented
- The order is fulfilled, or the service is scheduled

When this cycle is completed, the collection of data around the process can take place. SAP Cloud for Utilities with Workflow Management service enables you to manage these processes, pinpoint inefficiencies, and identify opportunities for improvement.

This chapter provides an overview of process artifacts in SAP Cloud for Utilities that are created to run Workflow Management Package *Order Fulfillment for Utilities*.

## Process: Assign Fulfillment Process

A process based on the SAP Cloud Platform workflow allows you to quickly orchestrate tasks that span across people, applications, and organizations. Table 1 represents the list of processes defined to support the *Assign Fulfillment Process* artifact.

Table 1. Process.

Process	Detailed Description
Assign Fulfillment process	This process indicates what type of item is ordered by the customer and calls the specified follow-up process (follow-up process is one of the variants for Fulfill Order Item)

Table 2 represents the list of process steps defined to support the *Assign Fulfillment Process* artifact.

Table 2. Process Steps.

Process Steps	Detailed Description
Assign Fulfillment process	This process only has one process step in which the process variant is identified using business rules.

Table 3 represents the list of attributes defined to support the *Assign Fulfillment Process* artifact.

Table 3. Process Attributes.

Process Attributes	Detailed Description
UCCO Container ID	Ucco container identification from EDoM
Contract Account ID	Contract account from TUA
Business Partner ID	Customer number from TUA

## Variants for Assign Fulfillment Process

The variants serve as extension points of the default process. Table 4 represents the list of predefined variants to support the *Assign Fulfillment Process* artifact.

Table 4. Variants.

Variant	Detailed Description
Assign Fulfillment process	This process variant indicates what type of item is ordered by the customer and calls the specified follow-up process (follow-up process is one of variants for Fulfill Order Item)

### Procedure

Before using the process variants to run the Workflow Management Package *Order Fulfillment for Utilities*, make sure that the following requirements are fulfilled:

#### 1. Configure Process Variants

- You have configured process variants using the Process Flexibility Cockpit
  - Open Workflow Management Package *Order Fulfillment for Utilities*
  - Go to Process Variants and create the process variant

Note! There are mandatory steps already available.

#### 2. Activate Process Variants Using Process Flexibility Cockpit

- Save and activate the process variant.

## Visibility for Assign Fulfillment Process

SAP Cloud Platform Process Visibility enables process excellence, process transparency, and process transformation by providing one view of a process, regardless of where it runs – SAP or non-SAP, cloud or on-premise. Table 5 represents the list of visibility scenarios to support the *Assign Fulfillment Process* artifact.

Table 5. Visibility.

Visibility Scenario	Detailed Description
Assign Fulfillment Process	This visibility scenario ensures that the process transparency layer can monitor what process is called next based on the received item type.

### Procedure

Before using process visibility to run the Workflow Management Package *Order Fulfillment for Utilities*, make sure that the following requirements are fulfilled:

#### 1. Configure Process Visibility Dashboard

- Configure the Process Visibility Dashboard using the Process Flexibility Cockpit
  - Open Workflow Management Package *Order Fulfillment for Utilities*



- Go to Visibility Scenarios and choose the visibility scenario you would like to adjust
- Make the necessary changes

## 2. Activate Process Visibility Dashboard Using Process Flexibility Cockpit

- Save and activate the Process Visibility Dashboard.

## Business Rules for Assign Fulfillment Process

SAP Cloud Platform Business Rules allow you to simplify the management of decision logic across SAP solutions, encapsulate the business logic, and support the reuse of decision logic across different business processes. Table 6 represents the list of rules to support the *Assign Fulfillment Process* artifact.

*Table 6. Rules.*

Rules	Detailed Description
assignFulfillmentProcessRule	Rule to support <i>Assign Fulfillment Process</i> in SAP Cloud for Utilities

### Procedure

Before using the business rules to run the Workflow Management Package *Order Fulfillment for Utilities*, make sure that the following requirements are fulfilled:

#### 1. Configure Business Rules

- Configure business rules using the Process Flexibility Cockpit
  - Open Workflow Management Package *Order Fulfillment for Utilities*
  - Go to Decisions and choose the decision you would like to adjust
  - Go to the Rules section and click *Edit* to make the necessary changes

#### 2. Activate Decisions Using Process Flexibility Cockpit

- Save and release the version of the decision

## Process: Fulfill Order Item

A process based on the SAP Cloud Platform workflow allows you to quickly orchestrate tasks that span across people, applications, and organizations. Table 7. Process. represents the list of processes defined to support the *Fulfill Order Item* process.

*Table 7. Process.*

Process	Detailed Description
Fulfill Order Item	This process includes activities to fulfill specific order items. Subscription order items will be processed in the SAP Subscription Billing system; Service order items will be

	processed in the SAP Service system; Physical product items will be processed in the S/4 system; Utility items will be processed in the S/4 system
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Table 8. Process Steps. represents the list of process steps defined to support the *Fulfill Order Item* process.

*Table 8. Process Steps.*

Process Steps	Detailed Description
Initiate WF Context	Process step to initiate workflow context
Fulfill Order Item	Process step to fulfill order item in SAP S/4HANA

Table 3 represents the list of attributes defined to support the *Fulfill Order Item* process.

*Table 9. Process Attributes.*

Process Attributes	Detailed Description
UCCO Container ID	Customer identifier
Business Partner ID	Customer number from TUA
Meter ID	Meter ID (only filled for utility item type)
Contract Account ID	Contract account from TUA

## Variants for Fulfill Order Item

The variants serve as extension points of the default process. Table 10. Variants. represents the list of predefined variants to support the *Fulfill Order Item* process.

*Table 10. Variants.*

Variant	Detailed Description
Fulfill Order Item	This process variant is used to fulfill order item.

## Procedure

Before using the process variants to run the Workflow Management Package *Order Fulfillment for Utilities*, make sure that the following requirements are fulfilled:

### 1. Configure Process Variants

- You have configured process variants using the Process Flexibility Cockpit
  - Open Workflow Management Package *Order Fulfillment for Utilities*
  - Go to Process Variants and create the process variant

Note! There are mandatory steps already available.

### 2. Activate Process Variants Using Process Flexibility Cockpit

- *Save* and *activate* the process variant

## Visibility for Fulfill Order Item

SAP Cloud Platform Process Visibility enables process excellence, process transparency, and process transformation by providing one view of a process, regardless of where it runs – SAP or non-SAP, cloud or on-premise. Table 11. Visibility. represents the list of visibility scenarios that support Order-to-Invoice for the Non-Commodity Subscription process.

*Table 11. Visibility.*

Visibility Scenario	Detailed Description
Fulfil Order Item	This visibility scenario ensures that the process transparency layer can monitor the fulfillment of the order.

### Procedure

Before using the process visibility to run the Workflow Management Package *Order Fulfillment for Utilities*, make sure that the following requirements are fulfilled:

#### 1. Configure Process Visibility Dashboard

- Configure the Process Visibility Dashboard using the Process Flexibility Cockpit
  - Open Workflow Management Package *Order Fulfillment for Utilities*
  - Go to Visibility Scenarios and choose the visibility scenario you would like to adjust
  - Make the necessary changes

#### 2. Activate Process Visibility Dashboard using Process Flexibility Cockpit

- *Save* and *activate* the Process Visibility Dashboard

# Destinations

This chapter provides an overview of destinations in SAP Cloud for Utilities that are used to run Workflow Management Package *Order Fulfillment for Utilities*.

## Procedure

Before using Workflow Management Package *Order Fulfillment for Utilities*, make sure that the following requirements are fulfilled:

### 1. Configure Destinations in SAP Cloud Platform

- Configure a destination with SAP Cloud Platform Business Rules called **BR** and use service instance details to make the connection <https://{wfm-tenant}.hana.ondemand.com>
- Configure a destination with SAP Cloud Platform Integration Services called **CPI** and specify the URL such as <https://{cpi-tenant}.hana.ondemand.com>
- Configure a destination with SAP Cloud Platform EDoM retailer and use service instance called **EDoM\_Retailer\_BPM** details to make the connection <https://{edom-tenant}.hana.ondemand.com>

If required:

- Configure a destination for SAP Subscription Billing
- Configure a destination with SAP S/4 HANA Utilities OP

SAP Help [Link](#) on how to set up destinations.

**Note!** Destination types are HTTP supported and based on OAuth 2.0 Client Credentials or Basic Authentication.

# Communication System, Communication Arrangement

This chapter provides an overview of the communication system and arrangements in SAP Cloud for Utilities that need to be configured to run the solution.

## Roles/Authorizations

In SAP Cloud for Utilities, business processes include an optional activity that is used to handle the approval process.

[Authorization Configuration - SAP Help Portal](#)

### Procedure

Before using the process defined to run the Workflow Management Package *Order Fulfillment for Utilities*, make sure that the following roles are assigned to users (see table below).

The following roles are required to access Workflow Management. To see more information, click this [link](#).

Table 12. Roles

Role	Description
WMDeveloper	Permission to access Manage Packages that allows you to perform the following actions: <ul style="list-style-type: none"><li>• View Workflow Management Packages</li><li>• Create, edit, save, and activate Workflow Management Packages</li><li>• Export and import Workflow Management Packages</li><li>• Delete Workflow Management Packages</li></ul>
WMBusinessExpert	Permission to access Process Flexibility Cockpit that allows you to perform the following actions: <ul style="list-style-type: none"><li>• Discover and explore pre-delivered Workflow Management Packages</li><li>• Import Workflow Management Packages Configure process variants, decisions, and visibility scenarios within Workflow Management Packages</li></ul>

WMAdmin	Permission to access Manage Packages that allow you to perform the following actions: <ul style="list-style-type: none"> <li>• View Workflow Management Packages</li> <li>• Export and import packages</li> <li>• Delete Workflow Management Packages</li> </ul>
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## Parameters/Defaults

Table 133. Defaults. represents the list of defaults that are set to support the *Assign Fulfillment Process* artifact. See chapter *Business Rules* for more information.

*Table 133. Defaults.*

Rule *Assign Fulfillment Process*. Default parameters for business rule can be found in the table below:

Input (oder details)		Result (process variant id)
order.type	order.market	identificationId
is equal to		
'utilityItem'	<SAP Commerce Catalog Id>	'fulfillorderitem'
'subscriptionItem'	is not equal to ' '	'fulfillorderitem'
'serviceItem'	is not equal to ' '	'fulfillorderitem'
'physicalItem'	<b>is not equal to ' '</b>	<b>'fulfillorderitem'</b>

## Lifecycle Management

SAP recommends that you create additional accounts for testing, quality assurance, and production, so that you have distinctive separation of data and authorizations for each. Ideally, this setup follows the same separation that you use in your back-end system, minimizing external exposure of production data. New accounts are not preconfigured, so you will need to set up the SAP Cloud Platform accordingly.